

Non-residential developed property, buildings with more than four residential units, and vacant, improved property: The charge is based on the amount of hard surface area of the property. Calculate the number of ERUs for a property by dividing the square footage of hard surface of the property by 1,610. Condominium associations are charged based on the amount of hard surface area of the entire property. The charge is billed quarterly to the condominium association.

For commercial customers billed quarterly, the charge is \$14.00 per ERU per quarter. For commercial customers billed monthly, the charge is \$4.67 per ERU per month.

The Solid Waste Charge The charge for solid waste (garbage) collection. The total costs are partially financed with the city property tax. The charge is \$42.54 per quarter or \$170.16/year per residential unit for 1, 2, 3, and 4-family dwelling units, including vacant units. For properties other than residential that are billed for the service, the charge is \$42.54 per cubic yard of solid waste per quarter.

The Snow and Ice Removal Charge The charge partially offsets the costs of plowing and salting streets. The charge is assessed only once per year on the fourth quarter bill. For commercial customers billed monthly, the charge appears on the October bill. The charge is \$0.6917 per foot of street frontage.

For residential property with multiple street frontages such as a corner lot, the shortest frontage is used to calculate the charge.

Non-residential property, including tax-exempt properties, vacant property, and undeveloped lots are charged based on total street frontage.

ACCOUNT INFORMATION

- **View account balance, review billing history, or view a copy of your current bill** at www.milwaukee.gov/water, select Account Information.
- **Request a mailing address change 24 hours a day** at www.milwaukee.gov/water, select Account Information. Or, call Milwaukee Water Works Customer Service, (414) 286-2830. After business hours, please leave your information on the Interactive Voice Response recording.

Payment Choices

1. **Make a one-time payment online with Master Card or E-check** at www.milwaukee.gov/water, select Account Information. The Credit/Debit Card option allows payment using a MasterCard. Please note only MasterCard is accepted. The eCheck option allows payment directly from a checking or savings account. An email address is required so that we may acknowledge the payment.

The Public Service Commission of Wisconsin requires the Milwaukee Water Works to pass the convenience fee for the online payment service provided by U.S. Bank to those who use the online payment service. The convenience fee for use of MasterCard is computed at a rate of 2.35% of the payment using the website payment option. The convenience fee for use of eCheck is a flat rate of \$0.50 per transaction.

Generally, the City of Milwaukee does not issue refunds for these payments. If you have a question regarding your payment, please call the Milwaukee Water Works Customer Service Center, (414) 286-2830, or email watwebcs@milwaukee.gov.

2. **Mail your payment:** Make check or money order payable to **Milwaukee Water Works** and send it to:
P.O. Box 3268, Milwaukee, WI 53201-3268
3. **Pay in person** at the Milwaukee Water Works Customer Service Center, 841 N. Broadway, Room 406, Milwaukee, WI, Monday-Friday 7:30 a.m. to 5:00 p.m., or at the City Treasurer’s Office, City Hall, 200 E. Wells St.
4. **Automatic Pay Plan:** Make payments of future bills using automatic withdrawal from your bank account. Partial payment of a bill is not available with this option. Register at www.directpaymentplan.com or request a form by phone from the Milwaukee Water Works Customer Service Center, (414) 286-2830.

The Milwaukee Water Works will automatically withdraw the amount due each billing from your account. You do not have to write a check. You will continue to receive a paper copy of your Milwaukee Municipal Services Bill. You will be notified on your bill when the service takes effect. Allow 6-8 weeks. All future bills will be paid automatically, not through the website.

Change your banking information by entering a new signup on the website www.directpaymentplan.com. To cancel the service, you must call your billers, including the Milwaukee Water Works Customer Service Center, (414) 286-2830.

Application of Partial Payments

Partial payments are applied in the following order, from oldest outstanding amounts due to current bills:

1. Water Charges
2. MMSD Sewer Treatment Charges
3. City Sewer Charges
4. Solid Waste Charges
5. Snow and Ice Charges

If the account is paid in full and there still is a further payment to apply, the credit will be applied to the water portion of the account.

Late Payment Charges

If payment is not received by the due date, a late payment charge of 5% per quarter for unpaid water charges and 3% per quarter for unpaid sewer charges will be added to the bill. If necessary to transfer unpaid balances to the property tax for collection, a fee of 10% will be added to the amount transferred. For accounts billed monthly, the late payment charge is 1.67% for water charges and 1% for other charges.

Milwaukee Water Works Customer Service Center
Zeidler Municipal Building
841 N. Broadway Fourth floor
Milwaukee, WI 53202

Monday – Friday, 7:30 a.m. – 5:00 p.m.
Telephone (414) 286-2830
Fax (414) 286-2672
TDD (414) 286-2025

Email: watwebcs@milwaukee.gov
Milwaukee Water Works 24-Hour Control Center,
(414) 286-3710
Para una explicación en español, por favor llame
(414) 286-2830.

The Milwaukee Water Works is continually working to be a responsible steward of the environment, especially water and energy resources, while providing the highest quality, safe and healthful drinking water at reasonable rates. Help protect the Lake Michigan water resource with efficient use of our water. Learn more at www.milwaukee.water.gov.



The Milwaukee Municipal Services Bill

Effective February 1, 2010

The Milwaukee Municipal Services Bill includes charges for Milwaukee city services and Milwaukee Metropolitan Sewerage District (MMSD) services. The Milwaukee Water Works manages the billing and forwards the collected charges to the City Treasurer for distribution to other city departments and the MMSD.

The charges are outlined here in the order in which they appear on the bill.

Use Water Wisely - Control Water Costs
Milwaukee has low cost drinking water. But even small leaks add up to cost a lot of money. Both city and MMSD sewer charges are based on the amount of water that passes through your water meter, whether you consumed the water or the water dripped, leaked and was wasted down the drain. If you have a leak, you are paying for lost water and sewer charges. Find more information about fixing leaks, Using Water Wisely and controlling water costs at www.milwaukee.gov/water.

WATER CHARGES

The Milwaukee Water Works provides water service and billing for Milwaukee, Greenfield, Hales Corners, St. Francis, and West Milwaukee. Water charges for these communities are shown below.

The Milwaukee Water Works sells treated drinking water at a wholesale rate to Brown Deer, Butler, Greendale, Menomonee Falls, Mequon, New Berlin, Shorewood, Wauwatosa, and West Allis. These communities operate their own drinking water utilities and bill their water users. For information about water charges in these communities, please contact their municipal offices.

The drinking water charges below were authorized by the Public Service Commission of Wisconsin (PSC), Docket 3720-WR-102, effective Sept. 1, 2009.

The Water Service Charge This is a fixed charge based on the size of the water meter. The charge pays for installation, repair, maintenance and reading of water meters; billing and customer service. It includes a Public Fire Protection Service Charge (PFP) for Milwaukee, Greenfield, Hales Corners, and West Milwaukee customers.

For a typical single family home or duplex with a 5/8” or 3/4” meter:			
	Water Service Charge*	Public Fire Protection*	Total Service Charges*
Milwaukee	\$12.14	\$4.03	\$16.17
Greenfield	\$15.19	\$8.25	\$23.44
Hales Corners	\$15.19	\$13.55	\$28.74
West Milwaukee	\$15.19	\$13.14	\$28.33
St. Francis	\$15.19	-----	\$15.19
* Charges are per quarter.			

The City of St. Francis pays an annual charge for Public Fire Protection service so there is no PFP charge on each individual bill.

For larger meters in the size range of 1” to 12” typically used in commercial and industrial applications, Water Service Charges are listed on the Milwaukee Water Works website, <http://www.water.mpw.net/currentrates.htm>. See “Accounts Billed Quarterly” and “Accounts Billed Monthly.”

The Water Usage Charge This charge is based on the volume of water used in the billing period. The charge pays for operation and maintenance of drinking water treatment and distribution facilities. The Milwaukee Water Works uses a declining block rate structure in which the charge per quantity of water decreases as water use increases.

The volume of water used is recorded in hundred cubic feet, or Ccf. One Ccf equals 748 gallons. To convert water use in Ccf to gallons, multiply the water use (Ccf) by 748.

The water usage charge for customers in Milwaukee, based on water use in Ccf:

First 100 Ccf at	\$1.340 per Ccf
Next 4,900 Ccf at	\$1.250 per Ccf
Next 15,000 Ccf at	\$0.780 per Ccf
Over 20,000 Ccf at	\$0.730 per Ccf

The water usage charge for customers in Milwaukee, based on water use in gallons (gal):

First 75,000 gal at	\$1.791 per 1,000 gal
Next 3,675,000 gal at	\$1.671 per 1,000 gal
Next 11,250,000 gal at	\$1.043 per 1,000 gal
Over 15,000,000 gal at	\$0.976 per 1,000 gal

The water usage charge for Franklin, Greenfield, Hales Corners, and St. Francis, based on water use in Ccf:

First 100 Ccf	\$1.675 per Ccf
Next 4,900 Ccf	\$1.563 per Ccf
Next 15,000 Ccf	\$0.975 per Ccf
Over 20,000 Ccf	\$0.913 per Ccf

The water usage charge for Franklin, Greenfield, Hales Corners, and St. Francis, based on water use in gallons:

First 75,000 gal at	\$2.239 per 1,000 gal
Next 3,675,000 gal at	\$2.090 per 1,000 gal
Next 11,250,000 gal at	\$1.303 per 1,000 gal
Over 15,000,000 gal at	\$1.221 per 1,000 gal

The water usage charge for West Milwaukee is lower than for the four communities above because West Milwaukee maintains its own distribution system:

First 100 Ccf	\$0.789 per Ccf
Next 4,900 Ccf	\$0.763 per Ccf
Next 15,000 Ccf	\$0.680 per Ccf
Over 20,000 Ccf	\$0.664 per Ccf

The water usage charge for customers in West Milwaukee, based on water use in gallons:

First 75,000 gal at	\$1.055 per 1,000 gal
Next 3,675,000 gal at	\$1.020 per 1,000 gal
Next 11,250,000 gal at	\$0.909 per 1,000 gal
Over 15,000,000 gal at	\$0.888 per 1,000 gal

MMSD SEWER TREATMENT CHARGES

These charges are billed on behalf of the Milwaukee Metropolitan Sewerage District for treating wastewater, effective Feb. 1, 2010.

MMSD Sewer Treatment Service Charge This is a fixed charge based on the size of the water meter. **The residential service charge** for a water meter sized 5/8” or ¾” is \$13.00 per quarter or \$52.00/year.

The commercial service charge is based on the size of the water meter as follows:

Meter Size	Service charge per quarter
¾ inch or smaller	\$16.12
1-inch to 1-1/4 inch	\$22.41
1-1/2 inch	\$31.84
2-inch	\$42.32
3-inch	\$75.33
4-inch	\$140.83
6-inch	\$239.34
8-inch	\$361.44
10-inch	\$534.88
12-inch	\$797.93

Sewer Treatment Usage Charge All accounts are charged \$1.47 per Ccf of water used per quarter.

The residential charge is based on the water used during the first quarter of each year (referred to as winter usage). If water use is less than winter usage for the next three quarters, then the lower of the actual water Ccf or 21 Ccf is used to calculate the charge. The winter quarter is the three-month period ending in February, March, or April, depending on the billing cycle for the account.

The non-residential charge is calculated using actual water use each billing period. Non-residential customers who use a large quantity of water but do not return all of the water to the sewer system may be certified by the MMSD for a discounted charge. For more information, please call the MMSD, (414) 272-5100.

MILWAUKEE MUNICIPAL SERVICE CHARGES

Two City Sewerage Charges

- **Local Sewerage Charge**
- **Storm Water Management Charge**

Snow and Ice Removal Charge

Solid Waste Charge

These charges are billed to all properties including tax-exempt property, occupied and vacant property, and undeveloped lots. Charges for Storm Water Management, Solid Waste, and Snow and Ice Removal continue to be billed to a property even after water service is turned off at the curb. Depending on when the water service was turned off, water and sewer charges may appear on the first bill after the turn-off occurred.

Local Sewerage Charge The charge for maintaining city sanitary sewers is based on the amount of water used at \$1.16 per Ccf per quarter.

The residential charge is based on the same method as the MMSD Sewer Treatment Usage Charge (see above, MMSD Sewer Treatment Charges).

The non-residential charge is based on 100% of the water used each billing period. Non-residential customers who use a large quantity of water but do not return all of the water to the sewer system may be certified by the MMSD for a discounted charge. For more information, please call the MMSD at (414) 272-5100.

Storm Water Management Charge The charge for maintaining storm sewers applies to all properties including tax-exempt property, occupied and vacant property, and empty lots. The charge is based on the amount of hard surface area of each property.

A typical residential property has an average hard surface area of 1,610 square feet. This measurement is called an Equivalent Residential Unit (ERU). One ERU=1,610 sq. ft. The ERU is also used to calculate the charge for non-residential property.

Residential buildings (house, apartment, condominium with one to four units) are considered to have one ERU and are billed \$14.00 per quarter or \$56.00/year.